



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
Baggenstoss et al.)
)
Serial No.: **10/733,137**)
)
Filed: **December 11, 2003**)
)
For: **Managing the Selection of**)
Performance Interventions in)
A Contact Center)

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
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Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

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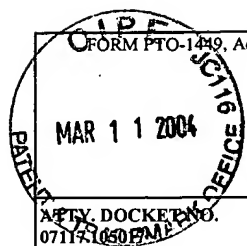
Respectfully submitted,

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K&S Docket: 07117.105017 US
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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on March 9, 2004.

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APTX DOCKET NO. 071173050 PMP		SERIAL NO. 10733,137	FILING DATE December 11, 2003				
APPLICANT Baggenstoss et al.			GROUP				
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	3,594,919	7/27/1971	De Bell et al.			9/23/1969
	AB	3,705,271	12/5/1972	De Bell et al.			3/26/1971
	AC	4,684,349	8/4/1987	Ferguson et al.			7/28/1986
	AD	4,776,016	10/4/1988	Per K. Hansen			11/21/1985
	AE	4,853,952	8/1/1989	Jachmann et al.			12/3/1987
	AF	4,916,726 B1	6/9/1992	Morley et al. (Reexamination Certificate)			9/29/1988
	AG	5,058,008	10/15/1991	Karl H. Schumacher			10/3/1989
	AH	5,110,329	5/5/1992	Helmut Pieper			6/20/1990
	AI	5,199,062	3/30/1993	Von Meister et al.			11/8/1991
	AJ	5,309,505	5/3/1994	Szlam et al.			5/20/1991
	AK	5,310,349	5/10/1994	Daniels et al.			4/30/1992
	AL	5,311,422	5/10/1994	Loftin et al.			6/28/1990
	AM	5,384,841	1/24/1995	Adams et al.			10/27/1993
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	AO	5,469,491	11/21/1995	Morley, Jr. et al.			2/2/1994
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	AS	5,583,965	12/10/1996	Douma et al.			9/12/1994

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EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	BA	5,590,188	12/31/1996	Gary B. Crockett			2/17/1995
	BB	5,594,791	1/14/1997	Szlam et al.			10/5/1994
	BC	5,597,312	1/28/1997	Bloom et al.			5/4/1994
	BD	5,633,924	5/27/1997	Kaish et al.			12/11/1995
	BE	5,659,768	8/19/1997	Forbes et al.			5/12/1995
	BF	5,675,637	10/7/1997	Szlam et al.			5/16/1995
	BG	5,696,811	12/9/1997	Maloney et al.			6/20/1996
	BH	5,703,943	12/30/1997	Mary Rita Otto			10/16/1995
	BI	5,721,770	2/24/1998	Joylee E. Kohler			7/2/1996
	BJ	5,727,950	3/17/1998	Cook et al.			5/22/1996
	BK	5,738,527	4/14/1998	Steven W. Lundberg			8/8/1996
	BL	5,745,109	4/28/1998	Nakano et al.			6/17/1996
	BM	5,757,644	5/26/1998	Jorgensen et al.			7/25/1996
	BN	5,790,798	8/4/1998	Beckett, II et al.			5/31/1996
	BO	5,818,907	10/6/1998	Maloney et al.			8/4/1997
	BP	5,825,869	10/20/1998	Brooks et al.			4/23/1996
	BQ	5,827,071	10/27/1998	Sorensen et al.			8/26/1996
	BR	5,833,468	11/10/1998	Guy et al.			1/24/1996
	BS	5,861,881	1/19/1999	Freeman et al.			2/8/1996

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	CA	5,877,954	3/2/1999	Klimasauskas et al.			5/3/1996
	CB	5,903,641	5/11/1999	Alan V. Tonisson			1/28/1997
	CC	5,904,485	5/18/1999	David M. Siefert			11/4/1994
	CD	5,911,134	6/8/1999	Castonguay et al.			10/12/1990
	CE	5,915,973	6/29/1999	Hoehn-Saric et al.			3/11/1997
	CF	5,937,037	8/10/1999	Kamel et al.			1/28/1998
	CG	5,943,416	8/24/1999	Doug Gisby			2/17/1998
	CH	5,946,375	8/31/1999	Pattison et al.			5/12/1997
	CI	5,946,387	8/31/1999	Alex Miloslavsky			2/19/1997
	CJ	5,947,747	9/7/1999	Walker et al.			5/9/1996
	CK	5,957,659	9/28/1999	Amou et al.			6/5/1997
	CL	5,963,635	10/5/1999	Szlam et al.			12/12/1996
	CM	5,971,271	10/26/1999	Wynn et al.			6/24/1997
	CN	5,991,394	11/23/1999	Dezonno et al.			2/5/1998
	CO	6,014,134	1/11/2000	Bell et al.			8/23/1996
	CP	6,038,544	3/14/2000	Machin et al.			2/26/1998
	CQ	6,039,575	3/21/2000	L'Allier et al.			10/24/1996
	CR	6,044,355	3/28/2000	Crockett et al.			7/9/1997
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	DA	6,052,460	4/18/2000	Fisher et al.			12/17/1997
	DB	6,058,163	5/2/2000	Pattison et al.			5/12/1997
	DC	6,067,537	5/23/2000	O'Connor et al.			12/22/1998
	DD	6,067,538	5/23/2000	Zorba et al.			12/22/1998
	DE	6,070,142	5/30/2000	McDonough et al.			4/17/1998
	DF	6,073,127	6/6/2000	Lannert et al.			12/22/1998
	DG	6,078,894	6/20/2000	Clawson et al.			3/28/1997
	DH	6,086,381	7/11/2000	Downs et al.			9/2/1997
	DI	6,108,687	8/22/2000	Russell O. Craig			3/2/1998
	DJ	6,118,865	9/12/2000	Doug Gisby			8/24/1999
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	DM	6,128,380	10/3/2000	Shaffer et al.			8/24/1998
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	DP	6,144,971	11/7/2000	Sunderman et al.			1/25/1999
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	DR	6,149,441	11/21/2000	Pellegrino et al.			11/6/1998
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	EB	6,170,014 B1	1/2/2001	Darago et al.			3/18/1999
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	EH	6,263,049 B1	7/17/2001	Rodney Kuhn			9/25/1997
	EI	6,275,812 B1	8/14/2001	Haq et al.			12/8/1998
	EJ	6,278,978 B1	8/21/2001	Andre et al.			4/7/1998
	EK	6,289,340 B1	9/11/2001	Puram et al.			8/3/1999
	EL	6,301,573 B1	10/9/2001	McIllwaine et al.			1/2/1998
	EM	6,324,282 B1	11/27/2001	McIllwaine et al.			3/2/2000
	EN	6,347,139 B1	2/12/2002	Fisher et al.			12/6/1999
	EO	6,371,765 B1	4/16/2002	Wall et al.			11/9/1999
	EP	6,408,066 B1	6/18/2002	Andruska et al.			12/15/1999
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	FD	6,628,777 B1	9/30/2003	McIlwaine et al.			11/16/1999
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	FF	WO 98/22864	5/28/1998	PCT	Mann et al.	

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	FG	ACTV NET Debuts eSchool Online; Business Wire; 24 March 1997; pp. 03241287
	FH	Armstrong, <i>Electronic Mail Order for Distance Learning</i> ; IEEE Colloquium on Commercialising the Internet; pp. 4/1-4/4; 02/1997
	FI	Call Center E-Journal; <i>Telvista Integrates eLearning and Quality Monitoring</i> ; August 2001; pp. 8 – 12
	FJ	Click2learn; <i>Click2learn Unveils New Platform; Takes Aim at e-Learning Industry's Shortcomings</i> ; Press Release; June 4, 2001
	FK	Click2learn; <i>Aspen: The Next-Generation e-Learning Platform</i> ; (2001)
	FL	Curilem et al.; <i>Considerations for the Design of a Tutoring System Applied to Diabetes</i> ; Proceedings of the 22 nd Annual EMBX International Conference; July 23-28, 2000; pp. 2811-2814
	FM	Cybulski et al.; <i>Teaching Systems Analysis and Design Using Multimedia and Patterns</i> ; IEEE; 2000; pp. 113-122
	FN	Envision Telephony; <i>Click2Coach</i> ; (2001)
	FO	Envision Telephony; <i>What Makes Your Contact Center Agents Truly Effective</i> ; (2001)
	FP	Fletcher, Scotty; <i>Companies turn to the Virtual Classroom</i> ; dbusiness.com; May 25, 2000
	FQ	Granić et al.; <i>User Interface Aspects of an Intelligent Tutoring System</i> ; 22 nd Int. Conf. Information Technology Interfaces ITI 2000, June 13-16, 2000; pp. 157-164

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GA	Levinson et al.; <i>Chess Neighborhoods, Function Combination, and Reinforcement Learning</i> ; Institution of Electrical Engineers; 2003; INSPEC Abstract No. C2002-07-7830D-012
GB	NICE Systems; <i>NICE to Launch Integrated e-Learning Solution Through Partnership With Astound</i> ; News Release; December 4, 2000
GC	Skowronek, Larry; <i>Aspect eWorkforce Management v6</i> ; July 30, 2001
GD	Syntora.com; <i>Syntora Agentivity</i> ; (2003); 14 pages
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